

2.F Administrative Data: Offices and Staff

Table 2.F1.—Number of SSA offices, 1999

Organization	Number
SSA headquarters (Baltimore, Maryland)	1
Regional offices ¹	10
Field offices ²	1,340
Level 1	567
Level 2	721
Resident stations	52
Teleservice centers	36
Program service centers ³	6
Data operations centers ⁴	1
Office of Hearings and Appeals:	
Headquarters (Falls Church, Virginia)	1
Regional offices	10
Hearing offices	139
Satellite offices	4

¹ Regional offices are located in: Boston, MA; New York, NY; Philadelphia, PA; Atlanta, GA; Chicago, IL; Dallas, TX; Kansas City, MO; Denver, CO; San Francisco, CA; and Seattle, WA.

² In December 1997, the field offices were redesignated as Level 1, 2, or resident stations depending on the characteristics of the facility, service area, and other conditions.

³ Program service centers are located in: Jamaica, NY; Philadelphia, PA; Birmingham, AL; Chicago, IL; Kansas City, MO; and Richmond, CA.

⁴ The data operations center is located in Wilkes-Barre, PA.

Table 2.F2.—Number and percentage of SSA employees, by minority status and grade, September 30, 1999¹

Full-time and part-time employees	Total	GS 1–4	GS 5–8	GS 9–12	GS13–15	SES
Total number ²	62,394	1,723	20,572	32,180	6,330	117
Percent:						
Women	70.7	78.2	83.6	70.3	43.3	36.8
All minorities	39.2	41.4	52.9	34.5	22.6	34.2
Black	26.9	31.9	35.7	23.9	15.4	22.2
Hispanic	9.2	6.4	13.3	7.9	4.6	8.5
Asian or Pacific Islander	2.3	2.7	2.8	2.1	1.7	2.6
American Indian or Alaskan Native8	.4	1.1	.6	.9	.9
Employees with disabilities	2.2	10.8	3.5	1.2	.6	.9

¹ Data from SSA's Affirmative Employment Plan.

² Includes all full-time and part-time permanent employees.

Table 2.F3.—Number of work years, fiscal years 1991–99

Year	Full-time permanent staff ¹	Total work years ²
1991	63,715	66,040
1992	62,398	68,135
1993	61,640	66,623
1994	62,434	66,741
1995 ³	62,504	67,063
1996	62,133	66,726
1997	61,224	69,378
1998	59,943	67,210
1999	60,048	65,503

¹ On duty at end of fiscal year.

² Includes full-time, part-time, and temporary employees in special programs; and overtime hours worked.

³ Includes 1,055 positions that were transferred from the Department of Health and Human Services to SSA when SSA became an independent agency (under P.L. 103-296, effective Mar. 31, 1995).

Table 2.F4.—Old-Age and Survivors Insurance, fiscal year 1999

[Numbers in thousands]

Workload	Number of claims			Percentage change of total claims from previous year ¹
	Total	Worker	Family members and survivors ²	
Beginning-of-year pending.....	74.3	36.5	37.8	-10.6
Received.....	3,036.8	1,628.8	1,408.0	1.5
Processed ³	3,076.9	1,647.6	1,429.3	1.9
End-of-year pending.....	36.6	20.1	16.5	-36.1

¹ Based on actual figures before rounding.² Excludes disabled widow(er)s and disabled children aged 18 or older.³ See table 6.A1 for data on number of awards.

Table 2.F5.—Disability Insurance, fiscal year 1999

[Numbers in thousands]

Workload	Number of claims			Percentage change of total claims from previous year
	Total	Worker	Family members ¹	
Beginning-of-year pending.....	299.3	282.2	17.1	-2.9
Received.....	1,506.2	1,273.9	232.3	1.3
Processed ²	1,513.8	1,269.0	244.8	-1.5
End-of-year pending.....	291.3	286.6	4.7	12.6

¹ Excludes disabled adult children aged 18 or older.² See table 6.A1 for data on number of awards.

Table 2.F6.—Supplemental Security Income, fiscal year 1999

[Numbers in thousands]

Workload	Number of claims			Percentage change of total claims from previous year
	Total ¹	Aged	Blind/disabled	
Beginning-of-year pending.....	333.2	7.8	325.4	4.6
Received.....	1,630.3	149.7	1,480.5	3.0
Processed ²	1,589.1	148.4	1,440.7	1.6
End-of-year pending.....	374.4	9.1	365.3	11.2

¹ Includes persons aged 65 or older who are eligible for a blind or disabled SSI payment.² See table 7.A8 for data on number of awards.

2.F Administrative Data: Service Delivery

Table 2.F7.—Accuracy rates and use of 800 telephone number, fiscal years 1995–99

Item	1995	1996	1997	1998	1999
Accuracy rates (in percents)					
OASI payments:					
Index of dollar accuracy	99.8	99.7	99.8	¹ 99.8	(2)
Post-entitlement payment change accuracy ³	98.7	98.4	98.0	¹ 98.5	(2)
Payment review/stewardship results:					
Excess payments	99.9	99.8	99.9	99.9	(2)
Underpayments	99.9	99.8	99.9	99.9	(2)
SSI payments: ⁴					
Index of dollar accuracy ⁵	94.8	93.4	93.0	93.9	(2)
Post-eligibility	(2)	(2)	(2)	(2)	(2)
Payment review/stewardship results:					
Excess payments	95.7	94.5	94.7	93.5	(2)
Underpayments	98.6	98.8	98.9	98.8	(2)
Disability Insurance benefits: ⁶					
Initial claims	94.2	94.5	94.0	93.7	94.3
Allowances	96.0	96.5	95.9	96.1	96.5
Denials	93.4	93.6	93.1	92.3	93.0
Reconsideration	91.7	92.7	92.3	91.6	92.3
Reversals of denials	96.2	95.6	94.0	95.6	96.0
Affirmations of denials	91.0	92.3	92.0	90.9	91.6
National 800 number network (1-800-772-1213)					
Calls received (number in millions)	62.3	62.5	75.3	78.9	78.7
Average speed calls answered (in minutes)	6.3	3.0	1.9	2.7	2.0

¹ Preliminary data.

² Data not available.

³ Represents calendar year data.

⁴ Excludes determinations of disability.

⁵ Percentages exclude errors of less than \$5. Any payments to ineligible beneficiaries are included regardless of the dollar amount of the error.

⁶ Represents cases free of decisional and documentation errors.

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2.F Administrative Data: Hearings and Appeals

Table 2.F8.—Workload of SSA's Administrative Law Judges (ALJs),¹ fiscal years 1998–2000

Item	1998	1999	2000 ²
Number of ALJs	1,180	1,107	1,043
Average monthly hearing dispositions per ALJ	38	38	44
Average hearings pending per ALJ.....	326	289	235

¹ Excludes Regional Chief ALJs; based on average number of ALJs available during fiscal year 1999.

² Estimated data.

Table 2.F9.—Number of hearing receipts, dispositions, and end-of-year pending cases, fiscal years 1999–2000

Program	Hearing receipts		Hearing dispositions		End-of-year pending cases	
	1999	2000	1999	2000	1999	2000
Total ¹	524,644	507,010	596,999	584,546	311,958	239,370
OASI	3,470	3,353	4,255	4,166	2,199	1,439
Disability:						
DI	163,393	157,902	180,304	176,543	108,045	91,306
SSI	156,899	151,625	190,813	186,833	79,691	46,584
DI/SSI	124,179	120,005	153,592	150,388	73,234	45,008
Medicare (Parts A and B and adversarial)	76,697	74,119	68,031	66,612	48,787	55,029
Black Lung	6	6	4	4	2	4

¹ Data estimated for 2000.

Table 2.F10.—Number of civil litigation cases, fiscal year 1999

Program	New cases	Court decisions ¹	Affirmations	Reversals	Dismissals	End-of-year pending cases
Total	13,059	12,870	5,074	791	861	23,651
OASI	105	130	58	9	15	233
Disability:						
DI	4,907	4,727	1,858	342	317	8,857
SSI	3,487	3,285	1,280	155	218	6,142
DI/SSI	4,559	4,722	1,876	284	310	8,395
SSI nondisability	1	6	2	1	1	24
Black Lung	0	0	0	0	0	0

¹ Includes 6,144 remands that may not be a final court decision.

Table 2.F11.—Number of SSA Appeals Council cases, fiscal years 1998–2000

Cases	1998	1999	2000 ¹
Beginning-of-year pending	112,266	120,548	146,564
Receipts	110,159	115,150	100,950
Dispositions.....	101,877	91,173	134,191
End-of-year pending	120,548	144,525	113,323

¹ Estimated data.